

Job Title:	Service Desk Technician
Grade Level/Terms of Employment:	Unified Pay Schedule, Pay Grade 114
FLSA Status:	Non-Exempt
Work Location:	Technology Services
Immediate Supervisor:	Service Desk Technician Team Lead

General Description:

The Technology Services team is responsible for ensuring that Richmond Public Schools' technology resources are functioning efficiently and meet the needs of the RPS community. The Service Desk Technician supports this work through providing basic customer service to the RPS community.

Essential Duties and Responsibilities:

- Provides exemplary customer service to the RPS community
- Provides Tier I support through phone and email; creates work tickets and routes Tier II and III support as needed
- Resets system passwords
- Provides remote assistance through various tools to resolve issues
- Coordinates with the server team and network personnel
- Communicates on a regular basis with manager and users through voicemail, email, and in-person communication
- Troubleshoots software and hardware failures
- Adheres to ticketing protocols and department processes
- Troubleshoots issues with hardware and software by phone and engages technical resources to resolve
- Researches user questions and isolates and resolves information systems problems
- Prioritizes and forwards issues using escalation procedures
- Performs other related duties as assigned

Qualifications:

- Associates degree required; IT related field preferred
- A+ Certification
- Demonstrated ability in desktop and systems design
- Ability to communicate both verbally and in writing and work in a cooperative manner with school staff, other employees, and the community